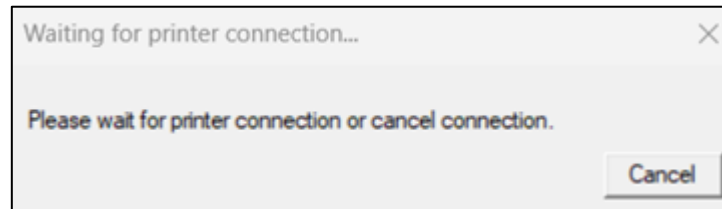


HOW TO FIX “WAITING FOR PRINTER CONNECTION”



These troubleshooting steps should resolve receiving the **Waiting for printer connection ...** pop-up message in agrē even though you can print from Windows apps and from agrē.

If after following the instructions below you are still receiving the message, please [contact your CSC](#).

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Why is it Happening?

When connected to a printer, then before a proper shut down or complete logout you take your laptop/machine offsite (or anywhere it is *not* connected to that printer), Windows often thinks that printer is still “Currently Connected”. This false status can trigger a “**Waiting for Printer Connection**” prompt as applications attempt to connect to a printer that is not available.

As Citrix starts it goes through all the printers Windows *thinks* are connected, and it will continuously try to make a connection with the printer that is not actually accessible.

Before Moving On

Close agrē

If you are making changes to Windows printer settings and agrē is already open the changes will likely not be recognized as printers are setup when agrē is launched.

Close agrē before making any changes, then wait to until after all changes are complete to reopen. This will ensure the new settings are applied..

Remove Unused Printers

Please be sure to remove all the printers you do not use anymore. Windows is an operating system that can create conflicts between printer drivers, and this could be one of the main factors that cause this false pop-up.

Adding Printers: Incorrect Printer Connection Status

Workaround 1: Remove and Re-add

The current work-around is to remove the printer that is labelled as connected when it's really not, then add it back when you are onsite—or when you are back home if it happened to be a home printer.

Workaround 2: Stop and Restart Spooler

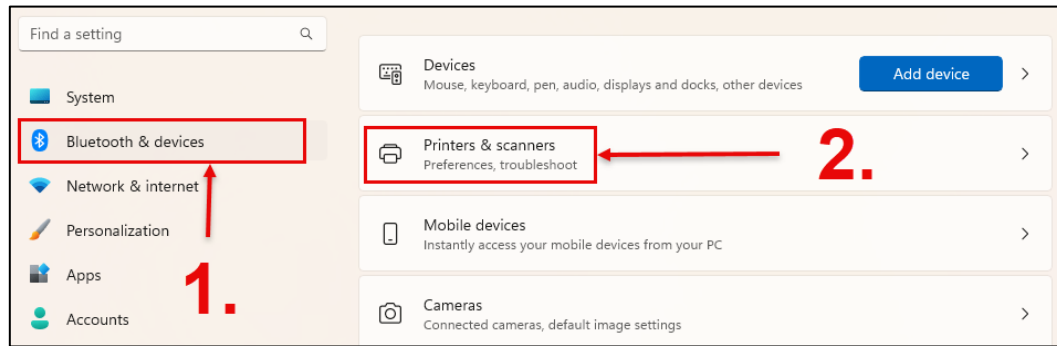
Another workaround you can try is to run the net stop/start spooler commands to try and have Windows recognize the printer is not connected. This can be done in Windows terminal or CMD.

```
PS C:\Users\ [redacted] > net stop spooler
The Print Spooler service is stopping.
The Print Spooler service was stopped successfully.

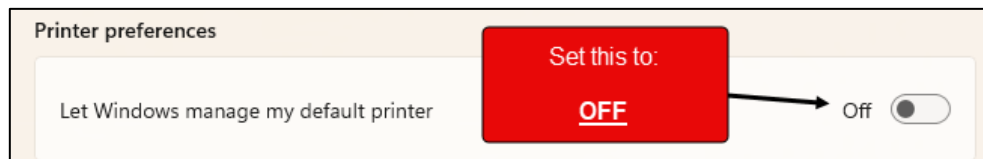
PS C:\Users\ [redacted] > net start spooler
The Print Spooler service is starting.
The Print Spooler service was started successfully.
```

Resolving the Pop-up Issue

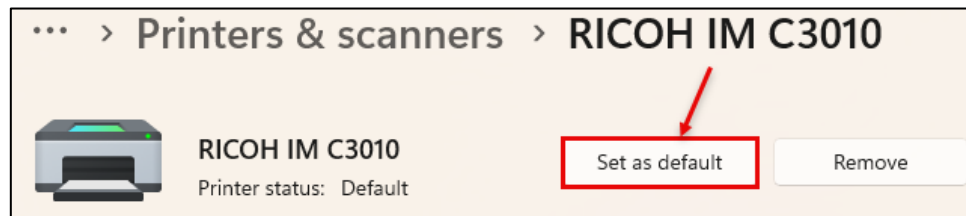
1. Open settings on your Windows machine.
2. Click on Bluetooth & devices.
3. Click on the printers & scanners tab.



4. From there down in the Printer Preferences section, turn **off** the “Let Windows manage my default printer” setting.

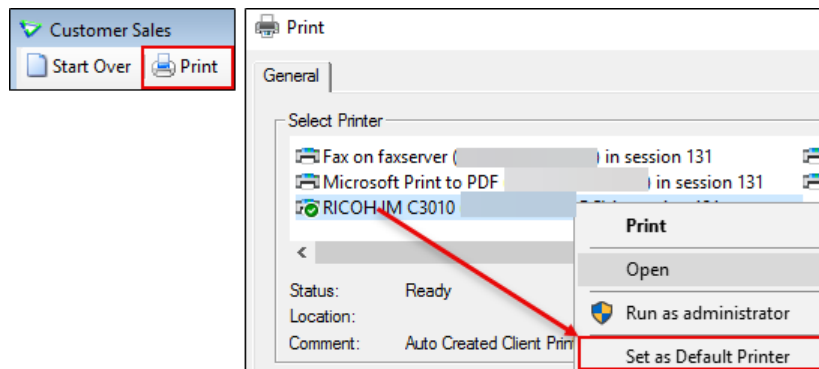


5. Now, you can click on your printer that you are using through agrē and click on the “**Set as default**” button.

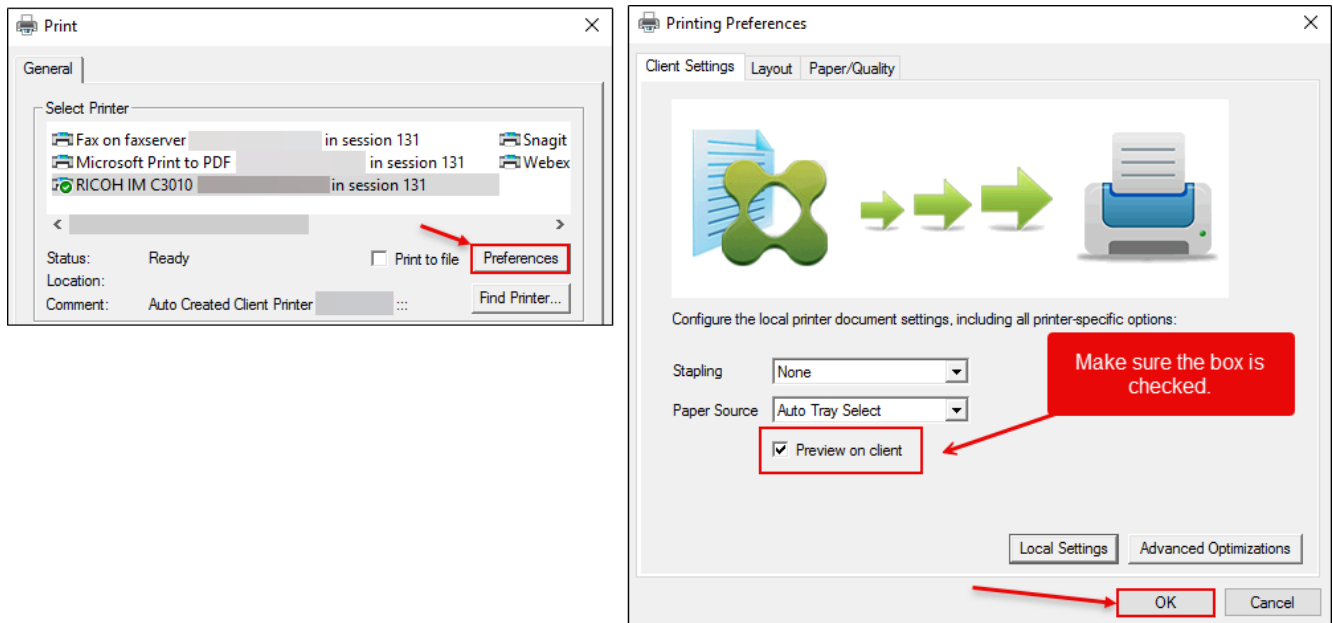


6. Once our list of printers has been cleaned up, and the printer you use has been set to default, log in to agrē.
7. Once logged in, try to print something.

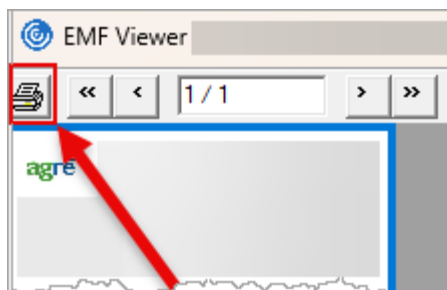
8. Then from the select printer section with all the printers listed, right click the printer you set as default in Windows, and again – select set as default printer, but this time in agrē, as shown in the screenshots below.



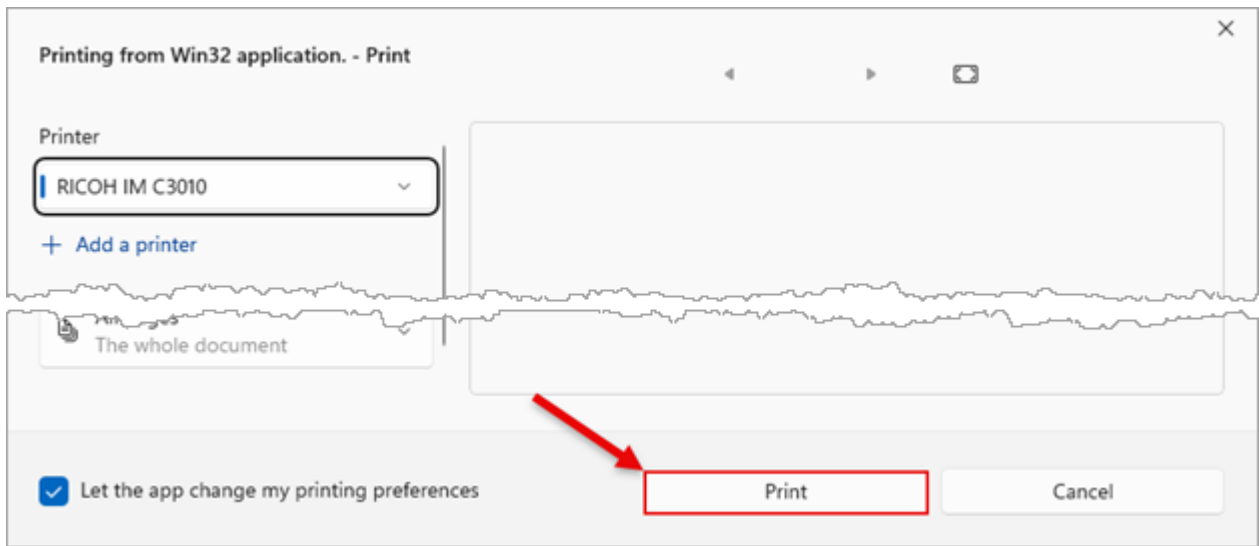
9. Then if you wish to see a more visual preview before you print (which we recommend – **but is still optional, so just click the print button to test immediately**) click on the **Preferences** button, and make sure **Preview on client** is checked – then click **OK**.



10. After confirming that selection, you can go ahead and press the **Print** button.
11. A window will open with the entire document – just proceed and press the **printer icon**.



12. Then one last window will pop up, prompting you to set the specific settings on how you want the printed page to look – usually we leave it at default, unless we want to specify the number of pages being printed or the number of copies being printed.



After, it should print with no issues – scanning the number of pages you chose to print off, proceeding to print without the false printer connection pop-up.

Help!

If after following the instructions above you are still receiving the message, please [contact your CSC](#).